

Aruba Network Optimization Service

Advisory and Professional Services from HPE Pointnext

Service overview

Aruba Network Optimization Service is designed for Aruba wired and wireless LANs and provides customers with access to Aruba Mobile First **campus networking** technology expertise to help them to continually optimize and enable pervasive, intelligent, and secure network infrastructure.

This **network infrastructure focused** optimization service can support communication and embrace campus, cloud, and mobile business applications. This service can provide the help needed to meet Microsoft® networking performance metrics for their Microsoft Office 365 and Skype for Business environment. **Aruba Network** Optimization Service can help customers to optimize existing Aruba networks and share HPE expert recommendations and best practices for network performance improvement.

By leveraging **HPE** best practice to assess and optimize networks, HPE helps customers to enable Microsoft Office 365, Skype for Business, or other popular voice and video application users to collaborate with anyone without experiencing delays, jitters, or dropped connections. These services focus on the optimization services needed for customer's campus LAN, as well as their indoor, outdoor, public, and private enterprise wireless LAN projects.

Recurring four times over a 12-month period, the Aruba Network Optimization Service is available with 1-, 3-, or 5-year subscription term options. In the delivery of this service, an HPE network technology consultant is assigned to a customer site for five consecutive HPE standard business days for each Aruba Network Optimization Service event. HPE will work closely with customers to help them assess Aruba Network optimization opportunities and assist them with mutually agreed-upon network-related optimization and remediation activities that are managed and directed by the customer. Customers may also use the HPE network technology consultant time to help them create network designs for new services, configuration of new network technology or features, or configuration review and analysis of their current network infrastructure.

The "Service features" table provides information on the features available under the Advisory and Professional Services from **HPE Pointnext**.

Service benefits

- Provide access to HPE and multivendor networking technology expertise to help assess network optimization opportunities with follow-on remediation and optimization assistance
- Review traffic analysis and simulation data to help find the appropriate optimization approach for customer's environment, which can include supporting a Microsoft Office 365 and Skype for Business deployment
- Help to identify network readiness for Office 365 and Skype for Business
- Gain insights aligned to quality of service (QoS) and quality of experience (QoE) objectives
- Help to manage, operate, and maintain optimal network performance with HPE expert recommendations
- Knowledge transfer to IT team to help them take ownership of implementing the HPE network and optimization best practices

Service feature highlights

- Service planning
- Network performance review
- Network optimization and remediation assistance
- Knowledge transfer
- Digital Learner Starter Pack



Table 1. Service features

Feature	Delivery specifications
Service planning	<p>This service is designed to provide customer with a detailed plan and schedule for the delivery of Aruba Network Optimization Service.</p> <p>Customer must meet certain annual scheduling and associated delivery requirements as more fully detailed in this data sheet.</p> <p>An HPE technology consultant will conduct service planning meetings remotely with customer and customer stakeholders up to four times annually to verify subscription requirements, collect information, review prerequisites, review annual minimum scheduling and associated delivery requirements, document the initial consensus, and present the service plans and delivery schedule.</p> <p>During these meetings, HPE will</p> <ul style="list-style-type: none"> • Review the existing customer policy, business operation, and network performance documentation including current network architecture, performance assessment reports, principles, security policies, and business objectives • Document customer-identified points of contact for enabling service delivery at customer location • Identify any additional information required to allow HPE to deploy resources and begin service delivery • Document a service plan and schedule that includes the network performance review and dates for optimization and remediation assistance where required • Review recurring Aruba Network Optimization Service plan and schedule
Network performance review	<p>Using customer-provided network performance data, this on-site service is intended to collect information from customer on how their existing network is performing, identify deficiencies, and proposed optimization and remediation opportunities. This service is also useful in helping to identify network readiness for mobile applications such as Office 365 and Skype for Business.</p> <p>Under this service, HPE provides the following LAN services:</p> <ul style="list-style-type: none"> • Review and analyze customer’s existing design, configuration, and performance documentation on the wired and wireless LAN based on the defined scope • Review customer-provided network traffic simulation documentation, which can include readiness for their environment to support a Microsoft Office 365 and Skype for Business deployment <p>Under this service, HPE provides the following WLAN services:</p> <ul style="list-style-type: none"> • Execute on-site evaluation of customer-provided documentation and/or reports from 802.11 radio frequency (RF) survey tools • Execute on-site evaluation of customer-provided traffic analysis and simulation documentation, which can include readiness for their environment to support a Microsoft Office 365 and Skype for Business deployment
Network optimization and remediation assistance	<p>This service is designed to help customer’s meet their network and mobility connectivity needs. An HPE network technology consultant will be assigned to a single customer site for five consecutive HPE standard business days (40 hours maximum inclusive of travel time) to assist with mutually agreed-upon network-related optimization and remediation activities that are managed and directed by customer.</p> <p>Additionally, customer may choose to use this time for network assessment or design work, or for the implementation and configuration of new network features or services.</p> <p>Service assistance is available on-site at a single customer-designated location. This service focuses on the optimization of LAN/WLAN and WAN links.</p>
Knowledge transfer	<p>During each Aruba Network Optimization Service event, HPE will work closely with customer’s designated network operator and continually provide knowledge transfer and advice to help them take ownership of the HPE network and optimization best practices.</p> <p>To close out each Aruba Network Optimization Service event, the HPE network technology consultant will also provide an Aruba Network Optimization report summarizing the service activities, findings, and results.</p> <p>Under this service feature, HPE will provide</p> <ul style="list-style-type: none"> • Summary of service activities, findings, and results • Schedule and execute a final knowledge transfer session to facilitate transfer of network operational control to customer or customer’s network operator
Digital Learner Starter Pack	<p>With Aruba Network Optimization Service, HPE also provides customers access to an HPE platform for digital learning with</p> <ul style="list-style-type: none"> • 20 seats for their teams • 1 content pack of digital material • Coverage and access aligned to the selected subscription term <p>Customers can select among HPE core digital learning content, including hybrid cloud and cloud, HPE storage, servers, networks, and security topics. Their team has continuous access to this digital training throughout the life of the license, including updates in content. On-demand content access is considered a less-disruptive learning modality for our customers and can be searched, bookmarked, and replayed to help reinforce new skills and knowledge.</p> <p>To gain access to digital learning content, visit hpe.com/ww/learningportal or contact HPE Education Services from HPE Pointnext at h10076.www1.hpe.com/ww/en/training/contactus.html.</p>



Coverage window

- Services will be provided during local HPE standard business days and standard business hours, excluding HPE holidays.

Customer responsibilities

Customer will

- Ensure that all service prerequisites identified during the service planning activity are met
- Be responsible for all current-state and future-state network architecture, designs, and integration projects within the network environment
- Assign stakeholders to participate in planning, review, and report meetings
- Assign stakeholders to participate alongside HPE in performing network optimization or remediation tasks
- Provide HPE with the current network architecture, standards, and detailed design and performance documentation that may include, but is not limited to the following:
 - Project plans and schedules
 - Network topology diagrams
 - Network design documentation
 - Network administrative and management parameters
 - Integration specifications and documentation
 - Network performance, traffic simulation, and analysis tool output reports
- Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to HPE arriving on-site to perform Aruba Network Optimization Service
- Be responsible for developing (with HPE assistance) and applying any configurations to network equipment
- Be accountable for all existing and new cabling required
- Be responsible for any notifications to network operations and any change control documentation that must be completed
- Be accountable for providing a final sign-off and acceptance from a designated authority in writing within three business days after the submission of final reports
- Install customer-installable firmware updates and patches
- Be responsible for all data backup and restore operations
- Designate a person from customer's staff who will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need to deliver this service are available and that software products are properly licensed; and be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HPE all necessary access to all locations where the service is to be performed

Service limitations

Hewlett Packard Enterprise will not modify any configurations of any equipment that is not included in the Aruba Network Optimization Service. Should testing failures occur and HPE deems that the reason or reasons for the failures are outside the control of HPE including, but not limited to, failures due to faulty solution and/or existing design, additional charges may be incurred.



General provisions/other exclusions

To the extent HPE processes personal data on the customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at hpe.com/info/customer-privacy.html shall apply.

HPE's ability to deliver the service is dependent upon customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data customer provides to HPE.

Upon receipt and acceptance of customer's order, HPE will contact customer within seven business days to organize service delivery. HPE may require up to 15 business days to organize resources and begin work.

In addition to the annual minimum delivery requirements set forth previously and any forfeiture of services that do not meet them, any service features not used within the subscription term are forfeited.

Services are either performed remotely or at customer site, depending on the specific service purchased as identified in the "Service features" table.

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Aruba Network Optimization Service, contact a local HPE sales representative and reference the following product numbers:

- H9SV6A1 for Aruba Network Optimization Service—1 year
- H9SV7A3 for Aruba Network Optimization Service—3 years
- H9SV8A5 for Aruba Network Optimization Service—5 years

This service may be purchased via redemption of service credits. The term of the service ordered via credits will be for a 1-year term. Please refer to the Support Credits Menu for the 1-year term deliverables.

Learn more at
hpe.com/pointnext



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